



Research Paper

Repositioning Special Library Services to Increase Professional Performance of Nigeria Security And Civil Defense Corps (NSCDC) Towards Fighting Crime In JOS Plateau State Command

Dr. Lily Oluebube Ezeala

Library and Information Science Programme
Department of Social Science Education,
University of Jos

ABSTRACT

Looking at the relevance and importance of library in attainment of organizational goals, this study investigates the role of repositioning library services in professional performance of the Nigeria Security and Civil Defense Corps (NSCDC) in Jos, Plateau Command. There is anxiety over incessant killings in Nigeria as a result of threats to internal security in Nigeria such as grazing conundrum, kidnapping, youth militancy, unemployment, migration, cyber criminality and so on. Perpetrators of the crime often outsmart the security operatives, the study investigated how to increase performance of the corps members through repositioning of library services. The study was guided by three objectives and three corresponding research questions were raised accordingly. One null hypothesis was postulated and tested at 0.05 level of significance. The study employed descriptive survey research design specifically cross sectional survey research design. A sample size of 250 NSCDC staff were selected using purposive sampling technique. The instrument used for data collection was a structured questionnaire and it was subjected to content validity by experts. The research questions were answered using simple percentage while the hypothesis was tested using Pearson product Moment Correlation (PPMC). The result revealed that repositioning of library services has tremendous positive role to play on the performance of the professionals by providing the professionals with information and facilities for improvement on the job. The study also revealed that repositioning library services will bring about better and improved professional performance of NSCDC officers in combating crime in Jos Plateau State. The study concluded that, repositioning of library services is the key to progress in information distribution and use. The study recommended that, proper funding, adequate staffing, training and retraining of staff as well as repositioning of library services where necessary cannot be overemphasized

Keywords: *Repositioning Library, Library Service, Crime, Nigeria Security and Civil Defense Corps*

Received 08 Mar, 2022; Revised 22 Mar, 2022; Accepted 24 Mar, 2022 © The author(s) 2022.

Published with open access at www.questjournals.org

I. INTRODUCTION

Librarianship has undergone a radical change in recent years, which will be continued in the future. As libraries have changed, so too, has the role of the librarian. Increasingly librarians have assumed the role of educator to teach their users how to find information both in the library and over electronic networks. Technologically, the world is becoming a global village. One can go round the world in few hours using technology. As a result of this, every society is going technology to increase performance. Lots of activities are keying in the technological advancements. They include both good and bad things. Crime is everywhere, and it is also improving technologically. The perpetrators work with information to succeed. The rate of success in the crime, qualifies them as professionals in their field. In the same way, the crime fighters where NSCDC belongs need to outsmart the criminals to qualify them as professionals in the security aspect too. This may be the reason why Sunshine (2021) posits that the key to quality and efficiency is professionalism. Achieving professionalism is the target of any security outfit.

Security is germane in maintaining and sustaining peace in any society. No nation can claim to have perfect security without varying degrees of insecurity. Every society strive to achieve maximum security for her citizenry to enhance growth and development in the society. Security requires intelligence and such intelligence

needs to be top-notch and ahead of perpetrators of crime in any society. With adequate information, intelligent unit and security apparatus, a country may achieve appreciable level of security. Committing crime is evident and part and parcel of human society. This calls for a need for security experts to increase professional performance to thwart perpetrators' game plans. This can be possible through collection of powerful information on security matters, and library is the key. Consequently, recent empirical studies by librarians and information scientists are not only concerned with the acquisition, processing, storage and dissemination of 'hard' information to individuals and organizations for use, but also concerned with the manner in which the information provided is put to use. They have also become concerned with knowledge management which involves repackaging of information in carrying out their several functions. (Alex-Nmecha, 2017; Anyaegbu, 2019; Eke 2021; Kato et al., 2021). This calls for repositioning of the library services to achieve this aim.

Traditionally, library can be seen as a place set apart to contain books, periodicals, and other information materials for reading, viewing, listening, studying, or referencing; but with modern information technology facilities, library can be repositioned to be more than just a 'place'. A modern library provides physical or digital materials, and may be a physical location or a virtual space or both. The library is developing rapidly from time to time in accordance with the development of people's life patterns, needs, knowledge, and information technology. This development also had an impact on the grouping of libraries based on patterns of life, needs, knowledge, and information technology. The term library enlarges to be very broad but tends to have a certain specification. Viewing from the development of information technology, the library developed from traditional, semi-traditional, and digital libraries. Then, seeing from the pattern of life of the developing community starting from the village library, library of places of worship, private library, mobile library, and so on. Then also seeing from the development of needs and knowledge nowadays, there are a lot of emerging terms as: public libraries, special libraries, children's libraries, school libraries, college libraries, company libraries, and so forth. The library attached to NSCDC is a special library designed to provide special information to the men and officers of the NSCDC.

Special libraries are libraries that were established to support the vision and mission of special institutions and function as special information centers especially as it relates to research and development. Usually this library is under a body, institution or organization of business, industry, scientific, government, and education such as companies, departments, professional associations, government agencies and so forth. Special libraries also have special characteristics when viewed from functions, subjects handled, collections managed, users served, and their position. The primary objective of special library is to bring together the man and the documents that would solve information needs of clients.

Repositioning library refers to putting libraries in a new position, to make the libraries more strategic and increase users' performance. It involves changing from traditional settings to digital settings. A digital library must be able to provide information technology in managing the library and the knowledge in institution's work. There is also a need for development of participatory service which allows direct interaction with users through the internet, facilitating library services, especially for library users. Library should ideally make information technology at least in word processing capabilities, online external database, internal online database, telecommunications, spreadsheets, messages and electronic mail, optical scanners, digital optical disks, facsimile communication, database management, database administration, computer based training, CD-ROM, sharing cataloging systems, desktop publishing, automatic lending cooperation, serial routing, automatic acquisition systems, automatic circulation systems, the availability of the latest documents, abstract and indexing systems, and automatic thesaurus construction. Overall capabilities are tailored to the service possible and needed at the institution that leads the library. This demand is in line with the knowledge managers in the institutions they work for. Information technology in this field is useful to facilitate the communication and capture of existing knowledge in the people at the institution he works for.

Performance is the implementation of the plans that have been prepared. It is a relevant behavior of individuals in carrying out organizational activities that are implemented in the form of an organization's vision and mission with relevant behavior in realizing organizational goals. Implementation of performance is carried out by human resources that have the ability, competence, motivation and interests. There are several opinions on this understanding of performance. Performance is the result obtained by an organization and has a strong relationship with the strategic objectives of the organization as well as a description of the level of achievement of the implementation of an activity in realizing the goals, objectives, mission and vision of the organization as outlined in the formulation of a strategic scheme. Performance is a set of behaviors that is relevant to the goals of the organization or organizational unit and is something that people actually do and can be observed. In this sense, performance includes actions and behaviors that are relevant to organizational goals. Performance is not a consequence or outcome of an action, but an action. It is believed that when relevant library services are offered to the NSCD corps members, it will activate their performance in crime fighting.

NSCDC is a para-military agency of the government of the Federal Republic of Nigeria. Their primary function is to protect lives and properties in conjunction with Nigerian police. They are also involved in crisis resolutions. It was first introduced in 1967 and later metamorphosed into the NSCDC in 1970. The agency is

meant to provide measures against threat and any form of attack or disaster against the nation and its citizenry. NSCDC needs specialized information to function well; no wonder the type of library attached to it is a special library. For efficient performance of the corps members, it is required that they have at their disposal, adequate, timely and accurate information to combat crimes as professionals. Providing this needed information is a function of special library.

Information service is the ability to understand the needs and desires of users and understand the types of library users. Information services also make marketing strategies in the form of relationship marketing, which is a strategy in which the exchange of officers and library users transactions continues, in the sense that it does not end after the transaction is done. On the other hand, satisfaction always comes with complaints. There are always complaints about library users even though librarians have provided assistance to provide information as much as possible. Many problems faced by users of the service, such as being expelled rudely, officers who are not friendly, officers who are not friendly, there is no detailed notification by the officer that makes the user not to know the rules that are in the service.

Crime in a simple language, is an act that is unlawful, and such unlawful act is punishable by a government or an authority. What is widely accepted is that, crime however, is made by law; put it another way, nothing is a crime until it is said so by the applicable law. In Nigeria, common crimes are bribery, robbery, assault, burglary, fraud, terrorism, corruption, money laundering, shoplifting, killing, raping, kidnapping, and so on. The idea of preventing crimes in Nigerian society has brought to mind the fact that every Nigerian has right and deserved to live in peace; and security of every Nigerian should be a top priority to the government of the day. However, there are cases of incessant attack on innocent citizens in Nigeria by Fulani herdsmen; which have recently been declared as terrorism by Nigerian government. The cases of Plateau State and North East, Nigeria is worrisome. Many lives have been lost for no just course by this class of people and still happening. If nothing is done and urgent enough, many more lives may be lost. Therefore, if access to knowledge can without hindrance or interference to users in organizations like NSCDC is guaranteed, it is expected that this important factor will increase performance. The sad fact is that traditional library setting does not address information access as it need be in this era of ICT where information can be accessed within seconds via new technologies. This research work, 'repositioning library services to improve professional performance of NSCD corps in Jos Plateau command towards fighting crime' become necessary to proffer solution to the lingering problem of insecurity in Nigeria.

This study sought to determine how repositioning library services can improve professional performance of NSCDC officers towards fighting crime in Jos Plateau command. Specific objectives of the study include to:

1. determine user satisfaction with traditional services of the special library
2. assess the extent of utilization of library resources by the NSCDC officers.
3. establish the adequacy of the library services towards fighting crime

II. RESEARCH QUESTIONS

The study answered the following research questions

1. How satisfied are the users with traditional library services?
2. To what extent does NSCDC officers utilize library resources?
3. What is the adequacy of library services towards fighting crime?

III. RESEARCH HYPOTHESIS

Hypothesis was postulated and tested at 0.05 level of significance

There is no significant relationship between library services and professional performance of NSCDC officers.

SCOPE OF THE STUDY

The scope of this study covers facilities available in the NSCDC library and the detailed investigation on the role of library service for professional development of national civil defense corps, Jos, Plateau State. The study covers NSCDC library staff and officers of the Nigeria security and civil defense corps NSCDC Plateau State command who visits the library located at abattoir, Jos. The study did not consider officers who have not visited the library in the past three months, also other NSCDC officers outside Jos Plateau state, and stakeholders such as policy makers, civil society, students, Lecturers and Government are not considered in the study.

IV. RELEVANT LITERATURE REVIEW

Library is collection of books, manuscripts, journals, and other sources of recorded information. It is a growing organism as described by Ranganathan- the father of librarianship. No wonder Ogunsola (2011), posits that in the last 50 years, libraries have increasingly developed into a provider of information resources and services that do not even require a building.” The Library’s traditional lasting objective is to provide access to relevant information resources to give high value to the needs and expectations of users. Generating and sharing information is useless, if there’s no way to locate, filter, organize and access it. Libraries collect, stock, process, organize, disseminate and distribute information recorded in documentary and non-documentary sources/formats. Since knowledge and information are so vital for all round human development, libraries and other institutions that handle and manage knowledge and information are indeed invaluable in national security. The issue of national security is therefore core value of librarianship in this work since no meaningful learning, education and development can take place in a context of insecurity and brazen destruction of lives and properties, the onus lies on the library for responsible librarianship through dissemination of information that can contribute to peace and national security in Nigeria by helping the citizens to understand their role in national security. The library as a storehouse of information has positively altered its scope of influence across time to become not only a place that houses books but a gateway through which information can be conveyed to people irrespective of location. Librarians have traditionally been concerned with certain functions. Rowland (1998) lists some of these as: Collection development and acquisitions; Cataloguing and classification; Circulation; Referencing and, Preservation, conservation and archiving. Since the inception of the human race various service oriented sectors have transformed in many ways. This is because services to humanity ought to also adapt to change and reflect the present conditions and status of the day’s society. Issa (2003) pointed out that economic and national power and status for instance are leveraged on the widespread use of information and knowledge which the library provides. Agreed that the responsibility of library and information services rests on the librarian and information scientists, there is also the need to collaborate with the security agencies in bringing maximum information services to the public and in this case for national security.

Functions of Special Library

The mission of every library is to provide timely, accurate, verified, reliable and current information to their users. A special library is a library, which collects and update comprehensive information on the subject concerned with the parent organizations’ mandate, and disseminate this information promptly to the people associated with the organization on demand and in anticipation. This definition is in line with Bernard (2017) who makes it clear in its definition that a library is a place where information is acquired, stored, processed, organized, retrieved and disseminates to potential users when the need arises. Besides this, one other factor is that a special library develops its major collection on some special subject or field. Special libraries play a role in documenting various knowledge that develops in the parent institution. Through this role, it is not only limited to receiving research results, but also discussing in the form of book review or seminar on the results of studies conducted by the parent institutions and documenting these activities; no wonder Onwubiko (2020) posits that there is paradigm shift in librarianship where library has become portal to global information distribution. Furthermore, the library can repack, make additional literature owned or accessible to the library and disseminate the documentation. Thus, the library helps users to continue and develop programs or research that has been done before. The users can also find out developments that occur through documented activities. The results of the documentation can be disseminated through existing facilities, both through social media and even mainstream media. Library involvement in information dissemination through social media needs to be intensified, especially at this time, massive communication and information dissemination through social media have taken place. This is also part of participating in combating hoaxes and providing correct information to the public in accordance with their needs.

Utilization of Library Resources

Library users visit the library to receive sufficient, significant and up-to-date information in print and non-printed forms for effective performance in their respective activities; However, they can obtain this information through research, which includes the search for new ideas, facts and information through scientific and methodological research Omotunde (2014). Therefore, the library is stacked with diverse type of recorded information, like books, periodicals, reference materials, manuscripts, periodicals, etc. e-resources such as microforms, films, tapes and slides. Videos and data stored on electronic media such as disks and CDs are available in the libraries Ishola (2014). Special libraries created to provide resources and information services to achieve the overall objectives of the parent institution Bitagi (2014). However, the parent institutions alone cannot achieve the commendable goals without the Library Moruf (2015). As a result, special libraries are established to support the activities of their parent organizations through the acquisition, processing, storage,

retention and provision of information Aina (2004) in Suleiman (2017) who considers library users as all those who exploit the services given by the library. They must be served right to succeed in the assigned duties.

Repositioning of library services

Repositioning library, can be seen as a way of putting library in a new position, to make them more strategic and increase performance. In order for library to reposition their services and mode of operations, there is bound to be problems. Oye (2019) identified them as insufficient fund; poor infrastructure; inadequate professional staff, inadequate facilities; epileptic power supply among others. It is a normal thing to have challenges on the way to success. What is required is the wisdom to surmount the challenges. This research therefore, is a roadmap to success. In as much as information officers and librarians may not be military people, because of their professional background, they are usually equipped to provide technical information services to experts in other fields using the language they understand most since language is a synergy. In providing information services, librarians may need to adopt campaigning or mobile libraries to bring library services to the doorsteps of citizens to educate them on national security. Nwalo (2003) observed that the compilations made by mobile libraries reflect perceived needs of local communities. This will help to provide security services to communities and help citizens and patrons of the library attain maximum information services, in spite of their vocations. Some Nigerian who participated in protests across the country are uninformed as seen in the fuel subsidy protest of 9th – 15th January 2012 (NTA News Bulletin, 13th January, 2012). Information therefore is a sine qua non for individual and collective freedom and attainment of national security. Anasi (2010) citing Sokari (2006) agrees that “information is necessary for people to be liberated from the shackles of ignorance, misconceptions, economic stagnation, social unrest, and political instability. Social cohesion cannot be achieved without timely, accurate, and relevant information.” This is because information is fresh ideas or fact taken out of a person’s surrounding for use with the objective of transforming behavior in all areas of human life. Currently, electronic media is one of the most effective and powerful means of mass mobilization. A nation not mobilized enough to withstand terrorism cannot aspire to preserve its freedom, faith and ideology for long. On the other hand, strongly mobilized people cannot be forced to abandon their security in the face of terrorism. It is in this regard that libraries and librarians can ginger up the electronic media to promote and expand security awareness among the people at large through repositioning of library services.

V. METHODOLOGY

A descriptive survey research design specifically cross sectional survey research design was employed for the study using questionnaires to collect data from the study participants. The tool was used to gather detailed information about the participants' studied. The design allows for the collection of empirical data from the NSCDC library staff and officers in Jos, Plateau State command for statistical analysis. The population of this study consisted of 921 library staff and officers of the NSCDC Jos, Plateau state command. A sample of 250 participants was selected from the library users (Staff and officer)’. The instrument was subjected to content and face validity by experts and further administered to the 250 sample through hybrid method of data generation where some questionnaires were administered to individual respondents electronically and others were physically (face to face). The collected data were analyzed and presented in tables containing descriptive statistics, especially percentages.

VI. RESULTS AND DISCUSION

Research question one: How satisfied are the users with traditional library service?

Table 1: Percentage opinion of respondents on the level of satisfaction with traditional library services

Traditional Library services	Responses												
	Highly Satisfactory		Satisfactory		Undecided		Not Satisfactory		Highly unsatisfactory		Total	%	
	No	%	No	%	No	%	No	%	No	%			
Registration of users	66	26.4	90	36.0	37	14.8	34	13.6	23	9.2	250	100.0	
Book loan	56	22.4	127	50.8	25	10.0	29	11.6	13	5.2	250	100.0	
Bindery services	39	15.6	43	17.2	53	21.2	60	24.0	55	22.0	250	100.0	
Photocopying services	27	10.8	57	22.8	34	13.6	75	30.0	57	22.8	250	100.0	
SDI	59	23.6	27	10.8	84	33.6	42	16.8	38	15.2	250	100.0	
Answering user’s queries	39	15.6	93	37.2	57	22.8	42	16.8	19	7.6	250	100.0	
Compilation of bibliography	33	13.2	60	24.0	73	29.2	51	20.4	33	13.2	250	100.0	
Special service on request	39	15.6	84	33.6	57	22.8	51	20.4	19	7.6	250	100.0	
Inter library loan	26	10.4	40	16.0	86	34.4	48	19.2	50	20.0	250	100.0	
Library orientation service	33	13.2	63	25.2	58	23.2	66	26.4	30	12.0	250	100.0	
Weekend library service	35	14.0	23	9.2	36	14.4	49	19.6	107	42.8	250	100.0	
Indexing & abstracting	30	12.0	51	20.4	62	24.8	59	23.6	48	19.2	250	100.0	
Internet services	41	16.4	49	19.6	30	12.0	45	18.0	85	34.0	250	100.0	
Compilation of reading list	31	12.4	63	25.2	73	29.2	56	22.4	27	10.8	250	100.0	

Repositioning Special Library Services to Increase Professional Performance of Nigeria Security ..

Recency of library books	27	10.8	50	20.0	58	23.2	73	29.2	42	16.8	250	100.0
Mean	40	16.0	62	24.6	52	20.9	51	20.4	45	18.1	250	100.0

In table 1, the respondents scored their level of satisfaction with library services as satisfied (41%) and dissatisfied (38%). Others are undecided. This rating may not be unconnected with the level of hard work put in by the library staff. There is therefore a great need for library advocacy to showcase library service repositioning advantages towards improved performance.

Research question two: To what extent do NSCDC officers utilize the library services?

Table 2: Percentage opinion of respondents on use of the library.

Library use factors	Responses											%
	Strongly agree		Agree		Undecided		Disagree		Strongly disagree		Total	
	No	%	No	%	No	%	No	%	No	%	No	
I use the library occasionally	42	16.8	136	54.4	12	4.8	39	15.6	21	8.4	250	100.0
The library is quiet all the time	43	17.2	111	44.4	31	12.4	50	20.0	15	6.0	250	100.0
The library provides quality ref. service always	20	8.0	62	24.8	54	21.6	78	31.2	36	14.4	250	100.0
Most of the library materials are obsolete	51	20.4	84	33.6	38	15.2	45	18.0	32	12.8	250	100.0
Users have free access to lib. internet services	33	13.2	46	18.4	32	12.8	41	16.4	98	39.2	250	100.0
Users are involved in acquisition process	31	12.4	58	23.2	57	22.8	41	16.4	63	25.2	250	100.0
Library public catalogue is dependable	20	8.0	62	24.8	89	35.6	38	15.2	41	16.4	250	100.0
Orientation of new staff is educative	22	8.8	74	29.6	63	25.2	55	22.0	36	14.4	250	100.0
Library opening hours is conducive for users	57	22.8	102	40.8	31	12.4	46	18.4	14	5.6	250	100.0
I use the cyber café instead of the library	83	33.2	78	31.2	26	10.4	39	15.5	24	9.6	250	100.0
Repackaging of needed information is very helpful												
Mean	40	16.1	82	32.5	43	17.3	47	18.9	88	15.2	250	100.0

From Table 2, the respondents' responses indicated their feelings towards the itemized library use factors to assess their rate of NSCDC library use. From the analysis, majority of the respondents indicated that they use the library occasionally. This could be because most of the library materials are obsolete (54%) and users do not have free access to library networks and internet services where available (55%). The satisfaction (41%) of the users in table one may be because of the maxim that said 'Eyes cannot see beyond its focal length', so the users who may have not travelled wide just accessed the services they receive in the library.

Research question three: How adequate are the library services towards fighting crime?

Table 3: Percentage opinion of respondents on the adequacy of the services towards fighting crime.

Types of Information Services	Responses									
	very adequate		Adequate		Inadequate		very Inadequate		Total	
	No	%	No	%	No	%	No	%	No	%
Publication of new acquisitions	10	4.0	39	15.6	148	59.2	53	21.2	250	100.0
Publication of new journal contents	11	4.4	29	11.6	123	49.2	87	34.8	250	100.0
Compilation of bibliographies	17	6.8	49	19.6	128	51.2	56	22.4	250	100.0
Bibliographies of specific res. Topics	14	5.6	37	14.8	124	49.6	75	30.0	250	100.0
Display of newly received publications	38	15.2	63	25.2	93	37.2	56	22.4	250	100.0
Indexing of journals and newspapers	20	8.0	59	23.6	104	41.6	67	26.8	250	100.0
Translation services	5	2.0	9	3.6	45	18.0	191	76.4	250	100.0
Printing of library guide and manuals	7	2.8	22	8.8	69	27.6	152	60.8	250	100.0
Provision of shelf guide	30	12.0	79	31.6	89	35.6	52	20.8	250	100.0
User Education	10	4.0	46	18.4	115	46.0	79	31.6	250	100.0
Document Delivery	11	4.4	45	18.0	96	38.4	98	39.2	250	100.0
CAS & SDI Services	11	4.4	28	11.2	94	37.6	117	46.8	250	100.0
Lending Services	75	30.0	105	42.0	42	16.8	28	11.2	250	100.0
Reservation Services	35	14.0	78	31.2	77	30.8	60	24.0	250	100.0
Online /Internet Services	17	6.8	34	13.6	43	17.2	156	62.4	250	100.0
MEAN	21	8.3	48	19.3	93	37.1	88	35.4	250	100.0

Table 3 shows different types of information services that were expected of the special library. In this research work, the listed information services were used as bases to assess adequacy of library services towards fighting crime. Mean score of the variables were ascertained to find the level of adequacy of information services towards fighting crime in Plateau state.

From the result, 35% NSCDC officers indicated that the services are not available while another 37% stated that the services available but not regular. When put together, one conclude that there is problem of

availability of services in the libraries. This may be as a result of lack of financial support from the parent institute hence all the services need money to operate. Three to five-thousand-naira impress per month given to the libraries by their organizational management cannot do much. There is therefore a need for electronic services like, telephone, Radio message, Local Area Network, Internet services, Fax machines, Microforms/Microform readers, Functional computers, photocopying services and so on to enable them give quick response to security needs. Electronic service is very pertinent in the services of NSCDC corps members more than print materials, and it is lacking because of ill equipped library.

Testing of hypothesis

Hypothesis one: There is no significant relationship between library services and professional performance of NSCDC officers

Table 4: Summary of relationship test between library services and professional performance of NSCDC officers

Variables		Library Services	Professional Performance
Library services	Pearson	1	0.75
	Correlation		
	Sig. (2-tailed)		0.000
	N	26	26
Professional performance	Pearson		
	Correlation	0.75	1
	Sig. (2-tailed)		0.000
	N	250	250

The table above shows the correlation coefficient between library services and professional development. It was clear that the correlational coefficient is 0.75 which means $r=0.75$ and implies that a strong positive relationship exists library services and professional performance of NSCDC officers, hence the stated null hypothesis is rejected and the alternative accepted accordingly. And it means that provision of good library services and repositioning of library services will the professional performance of NSCDC officers.

VII. CONCLUSION

Based on the analysis of the research data collected, analysis, interpretation and discussion, the researcher concludes that, the NSCDC officers of Plateau command library have insufficient information which affects their efficiency and effectiveness tackling and fighting of crime as their organizational mandate. This paucity of adequate information has resulted from gross underfunding of the library by the parent institution and federal government at large. This has adversely affected the performance and services of the library and officers. Based on the vital role of the library in any organization, the low performance of the NSCDC in fighting crime can be attributed to ill-equipped libraries among other reasons. Had the library been well provided for, performance of the corps members would have been much better. The study also concludes that, there exist significant relationship between the repositioning of library services and professional performance of NSCDC officers in the study area.

VIII. RECOMMENDATIONS

In view of the findings from the study, the following recommendations are hereby made to the relevant organs to bring about improvement in library services for improvement in performance of NSCDC officers in Jos, Plateau State Nigeria.

- The NSCDC should see Information as the greatest weapon to fight ignorance which in turn leads into insecurity and insurgency and also see the library as the most reliable place where the most desirable information can be sought.
- The government should make use of research works emanating mostly from universities and research institutes that are kept in the library.
- Clips of the result of the research work should be televised in the local stations to reach all the stake holders for onward implementation of the result.
- the Local, State and Federal governments should collaborate in funding Libraries and make it more responsive to researchers' needs in the country
- There should be proper staffing to mount the library through recruiting and employing trained and qualified staff with qualification in library science because they have in depth knowledge on librarianship for effective service delivery to the users.

- The library should be funded properly to acquire information resources, subscribe to data bases and render services to meet the demand of its patrons.
- Proper awareness should be given periodically especially to the newly recruited and employed officers to know the importance of library and to always visit the library for regular update in information on performance and development matters.
- There should be provision of ICT facilities/internet connectivity for effective service delivery.

REFERENCES

- [1]. Achitabwino, P. (2007). Libraries and national development. Online Article Retrieved from <http://www.pachitabwino.blogspot.com/2007/03/libraries-and-national-development.html>
- [2]. Adewale, O. T. & Bamise O. F. (2015) Conflict resolution in Nigeria: the role of academic library. *International Journal of Library Science*. 4(1):13-20.
- [3]. Aina, L.O. (2004). Coping with the challenges of library and information services delivery: The need for institutionalized professional development. Paper delivered at the Nigerian Library Association 42nd National Conference and AGM at Akure, Nigeria June 20-25, 2004: 5.
- [4]. Alex-Nmeche, J.C. & David-West, B.T. (2017). Repositioning academic libraries for the achievement of National Integration for Development in 21st century in Rivers State, Nigeria. *African Journals Online*, 14 (2): Eissn 1597-4316.
- [5]. Anasi, Stella N.I. (2010). Curbing youth restiveness in Nigeria: The role of information and libraries. *Library philosophy and practice*. Retrieved from <http://unllib.unl.edu/LPP/lpp2010.htm>.
- [6]. Ashikuzzaman, A. (2013). Functions and objectives of special library: library & information science network. Retrieved from <http://www.lisbdnet.com/function-and-objective-of-special/>
- [7]. Bitagi, M.A & Garba, K.S (2014). Evaluating study of information resources and services utilization for research in academic libraries in Niger State, Nigeria. *International Journal of Research in Business Management*, 2(5), 122-127.
- [8]. Fagbola, O., Uzoigwe, C., & Ajegbomogun, V. O. (2011). Libraries driving access to knowledge in the 21st century in developing countries: An overview. *Library Philosophy and Practice (e-journal)*. 566. <http://digitalcommons.unl.edu/libphilprac/566>
- [9]. Ishola, C.B & Obadare, S.O. (2014). Availability, access to and level of use of academic library information resources: Study of selected academic libraries in South-Western Nigeria. *Journal of Educational and Practice*. 5(28), 20-33.
- [10]. Issa, A. O. (2003). Libraries and librarians in the knowledge and information society. In Centre for Continuing Education (Ed.), *Federal Polytechnic, Offa, Kwara State*.
- [11]. Jimoh, O & Hussaini, S.O., & Ibrahim, U., (2016) Collection development policy: A survey of academic libraries in Federal and State Universities, Kaduna State Nigeria, Proc. of 5th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India, 2016.
- [12]. Malanga, D. F. (2017). Factors hampering the provision of references and information services in Malawian school libraries. Paper presented at the Satellite Meeting: Reference and Information Services on the 11-13th October 2015 in Gaborone, Botswana. IFLA.
- [13]. Moruf, H.A & J.O Muhammed, J.O. (2015). The use of library resources by teachers in Oyo State: A study of selected secondary schools In Akinyele Local Government Area, Nigeria. *Journal of Research Method in Education (IOSR-JRME)*. 5(3), 49-54
- [14]. Nwalo, K.I. (2003). Subject cataloguing and computerization: current Trends. In *Current trends in Information and Communication Technology Application to Technical Services: Proceedings of Selected Seminar Papers of the Cataloguing, Classification and Indexing Section of the Nigeria Library Association*, 2003:28-36.
- [15]. Ogunsoola, L. A., (2011). The Next Step in Librarianship: Is the traditional library dead? *Library Philosophy and Practice (e-journal)*. 606. <https://digitalcommons.unl.edu/libphilprac/606>
- [16]. Onwubiko, E.C (2020). Impact of integration of information and communication technologies in library instruction methodology on students in Federal universities in Nigeria. *International Journal of Library and Information Science Studies*. 6(4), 1-24
- [17]. ONWUBIKO, E.C., (2020). An Empirical study of Librarians and Libraries as drivers of access to Knowledge in Ebonyi State, Nigeria. *Library Philosophy and Practice (e-journal)*. 3693. <https://digitalcommons.unl.edu/libphilprac/3693>
- [18]. Omotayo, F. O. (2014). Knowledge management as an important tool in organizational Knowledge Management: Processes and Systems Information Impact | *Journal of Information and Knowledge Management* 38 management: a review of literature. *Library Philosophy and Practice (e-journal)* paper 1238. Available at: <http://digitalcommons.unl.edu/libphilprac/1238>
- [19]. Omotunde, O & Ehioghae, M., Aluko-Arowolo, T.K., Onasote, A.O., (2014). Utilization of library resources for effective research output among postgraduate students in Adventist University of Africa. *Global Advance Research Journal of Social Science (GARJSS)*, 3(4), 52-57.
- [20]. Oye, P. O. & J, Ameh, J.G. (2019) Repositioning libraries in Nigeria's educational system for global competitiveness. *Library Philosophy and Practice (e-journal)*. 3780. <https://digitalcommons.unl.edu/libphilprac/3780>
- [21]. Ranmilowo, S.K. & Olusanjo, O. F., (2019). Repositioning of libraries services toward national integration and national development in Nigeria. *Library Philosophy and Practice (e-journal)*. 2929. <https://digitalcommons.unl.edu/libphilprac/2929>
- [22]. Suleiman, H., Rajeev, V., A.O. Jimoh, A.O., & Jimah, H (2017). Automation of library services for enhanced users' satisfaction of information resources in academic libraries in Nigeria, proceedings of international conference on Recent Innovation in Science, Engineering, Humanities and Management (ICRISEHM-17) Chhatrapati Shahu Maharaj Shikshan Sanstha's College of Polytechnic, Kanchanwadi, Aurangabad-(MS) India.
- [23]. Sunshine (2021). Repositioning library services towards achieving professional development of research officers in National Veterinary Research Institute Vom, Plateau State (Unpublished thesis) University of Jos, Nigeria.
- [24]. Uzoigwe (2015). *Lisdigest/index.php/lisd/article/view/15* Lib and information Digest. 8 (1).